

# Feature Overview



## What's New in ShoreTel 6.1

ShoreTel 6.1 introduces new key system capabilities that combine the features of the best traditional TDM products with the flexibility, manageability, usability, and cost-effectiveness of ShoreTel's unique VoIP technology. The star of this latest release is the ShorePhone IP 212k, an ergonomic IP key system telephone with 12 programmable buttons, exceptional audio quality, and big LCD display.



*"I really like the 212k phones for small offices. I'm sure they'll be a big hit!"*

— Jason Reed,  
Information Technology  
Manager  
Grubb Properties

### Key system focus

#### Key system telephone—IP 212k

The new IP 212k is ideal for branch offices and small businesses that expect "key system" behavior from their phone system. The phone has two soft keys and twelve self-labeling programmable buttons that can be configured to meet the needs of the customer. The phone has eight hard keys (transfer, conference, intercom, hold, voicemail, options, directory and redial) and complete audio controls for the handset, speaker-phone and headset. The IP 212k features a high contrast display oriented vertically to mimic the look and feel of a key system telephone and is available in black or silver plastic.

#### Bridged call appearance

Bridged call appearance is a new feature for branch offices and small businesses that have shared call answering requirements. A new type of extension is created whose call appearances can be programmed on multiple telephones, in particular the IP 212k (also the IP 560, IP 530, IP 230 and BB 24).

- **Inbound calls** can be pointed at the bridged call appearance alerting multiple telephones with a blinking green button. When one person answers, the associated bridged call appearance goes solid green on their phone while it goes solid red on all other telephones. When the person places the call on hold, the associated call button blinks green on all telephones allowing for second button answer on any telephone.
- For **outbound calls**, a person can press a bridged call appearance, enter a trunk access code, and place a call. The caller ID for the bridged call appearance is delivered (when using PRI) and the associated button on the phone will be solid green while the associated button on other phones will be solid red.

Bridged call appearances are also presented in the Operator Call Manager in a new Bridged Call Appearance Monitor available from the file menu.

#### Centrex flash

This new feature allows a user to transfer an external call on an analog loop start trunk to an external number using the Centrex feature set from the central office. This feature is important for small offices and branch offices with limited numbers of trunks that have to transfer calls to external numbers. The feature can be programmed on

a button on the IP 560, IP 530, IP 230, IP 212k or BB 24. When on an external call using an analog loop start trunk, the user can press the Centrex flash button causing the system to flash the central office. The user will then hear Centrex dial tone and can continue using the Centrex feature set. Typically this means entering an external number (do not use an access code) and hanging up to complete a Centrex transfer clearing the trunk. It can also be used to initiate conference calls using Centrex conference. This feature is only supported on analog loop start trunks and requires Centrex flash to be enabled on the trunk.

### More phone options

#### Office worker telephone—IP 230

A new IP 230 telephone is targeted at the general office worker and is an enhancement to the existing IP 210. The phone has four soft keys and three self-labeling programmable buttons that can be configured to meet the needs of the customer. The phone has eight hard keys (transfer, conference, intercom, hold, voicemail, options, directory and redial) and complete audio controls for the handset, speakerphone and headset. The IP 230 features a high contrast display with four lines of display and one line of soft keys and is available in black or silver plastic.

#### Gigabit telephone—IP 560g

The new IP 560g is targeted at users that have network bandwidth requirements (graphic designers, media artists, engineers, etc.) and want to daisy the network jack from the wall, through their telephone and to their computer. The IP 560g is functionally identical to the current IP 560 but features a 10/100/1000 auto-sensing Ethernet switch supporting the 802.3af power over Ethernet standard. Note that Gigabit Ethernet requires Cat5e cabling.

### International

#### Ireland dial plan

With ShoreTel 6.1, support for the dialing plan in Ireland has been introduced. This allows dialing from the Call Manager and telephones as well as proper dial plan signaling to the central office in Ireland.

#### QSIG exposed in ShoreWare Director

QSIG has been exposed in ShoreWare Director making it easier to configure PRI tie lines to third party devices including legacy PBX systems. This is most important in Europe where QSIG is the standard of choice rather than Euro-ISDN for PBX to PBX networking.

